# Functional Requirements of Real Estate chatbot

## Objective

The primary objective of this project is to design and develop a chatbot solution for a real estate agency that aims to enhance customer engagement, facilitate seamless access to property details, provide personalized recommendations for rental spaces, generate valuable leads, establish comprehensive customer profiles, streamline the process of scheduling property viewings, analyze market trends to inform decision-making, and collect valuable customer reviews and feedback for continuous improvement.

## Features Supported in Application

## 

## Functions available for Users are as follows:

1. Search the property also apply the filter
2. View the property details.
3. Get contact details and inquire.
4. Book property and schedule meet
5. Manage user profile.

# Work flow diagrams:

**Field Name Description**

|  |  |
| --- | --- |
| Property search | Allows users to search for properties based on their preferences such as location, price range, property type, and more. |
| Property alerts | Users can set up personalized property alerts to receive notifications when new listings that match their criteria become available. |
| Virtual tours | Enables users to take virtual tours of properties without physically visiting them. |
| Mortgage calculator | Helps users estimate their mortgage payments by inputting relevant details such as loan amount, interest rate, and repayment period. |
| Agent match making | The real estate chat bot assists users in finding the right real estate agent to work with. |
| Personalized recommendations | The chat bot analyzes user preferences, search history, and other relevant factors to generate personalized property recommendations. |

**Features for Users:**

Signup/Login > Home > view property

AND

Signup/Login > Home > View property> Book property and schedule meet

AND

Signup/Login > Home > Search property

AND

Signup/Login > Home > Manage profile

AND

Signup/Login > Home > Get contact details and inquire

When the user opens the application, user will be displayed with the Signup/Login page. After Providing the essential information then user is directed to the interface through which he can communicate with the bot regarding the property.

So, there is view property through which member can view the property listed. He can book property and schedule meet by providing necessary information. There is also a option to search for properties. The user can manage his profile as well.

**Field Name Description**

|  |  |
| --- | --- |
| View property | Display a list of properties |
| Book property | Allows users to book property and schedule meet |
| Search Property | Allows users to Search and filter the properties. |
| Manage profile | Allows user to manage their profile |
| Get contact details | Allows user to get contact details |

**User’s Interactions:**

1. User logs in or signs up to access personalized features.

2. User performs a property search by specifying location, price range, and property type.

3. Chat bot retrieves and displays a list of properties matching the user's search criteria

4. User selects a property and may choose to view more details or proceed to a virtual tour.

5. If available, user engages in a virtual tour of the property, exploring its features remotely.

6. User may utilize the mortgage calculator to estimate monthly mortgage payments for the property of interest.

7. If seeking assistance from a real estate agent, user provides preferences for agent matchmaking.

8. Chat bot suggests a list of suitable agents based on the user's preferences.

9. User reviews agent profiles and selects an agent to contact or work with.

10. Throughout the process, the chat bot analyzes user behavior and provides personalized property recommendations.

11. User receives property alerts when new listings matching their criteria become available.

12. User can log out or continue interacting with the chat bot for further searches or assistance.

Click **Back to Home** to navigate back to the Home.

Click **Logout** to logout.

## Here are some additional content elements that could be added to support the functional requirements of the real estate chat bot:

## 1. Saved Searches:

## - User interface for managing and organizing saved searches.

## - Ability to edit, delete, or update saved searches.

## - Clear indications or labels to differentiate between active and saved searches.

## 2. Property Comparisons:

## - Comparison table or grid layout to display key features and details of multiple properties.

## - Visual indicators or icons to highlight similarities and differences between properties.

## - Option to add or remove properties from the comparison list.

## 3. Neighborhood Insights:

## - Comprehensive neighborhood profiles with detailed information on amenities, schools, transportation, crime rates, and more.

## - Maps or visual representations to showcase the location and proximity of key neighborhood features.

## - User-friendly navigation to explore different neighborhoods and switch between them easily.

## 4. Property History:

## - Historical records section with a timeline or chronology of past sales, ownership changes, and property value fluctuations.

## - Visualizations or graphs illustrating price trends and appreciation/depreciation over time.

## - Source or reference information for the property history data.

## 5. Property Sharing:

## - Social media sharing buttons for easy sharing of property listings, virtual tours, or other content.

## - Pre-populated messages or templates to accompany shared content and provide context.

## - Tracking or analytics to measure the effectiveness and reach of shared content.

## 6. In-App Messaging:

## - Real-time chat interface to facilitate direct communication between users and listing agents or real estate professionals.

## - Status indicators to show agent availability or response time.

## - Message history and notification system to ensure seamless conversations.

## 7. Schedule Property Viewings:

## - Integrated calendar system for scheduling property viewings or appointments.

## - Confirmation notifications and reminders for scheduled viewings.

## - Ability to reschedule or cancel appointments within the chat bot interface.

## 8. Property Reviews:

## - User-generated review system with star ratings, written comments, and optional photos.

## - Sorting and filtering options to view reviews based on different criteria (e.g., most recent, highest rated).

## - Verification mechanisms to ensure authenticity and credibility of reviews.

## 9. Property Analytics:

## - Data visualizations, charts, or graphs illustrating market trends, price fluctuations, and other relevant statistics.

## - Insights and commentary provided by real estate experts or professionals.

## - Timely updates and reports on market conditions and emerging opportunities.

## 10. Language Localization:

## - Language selection menu or preferences section to choose the preferred language.

## - Translated content, including property details, neighborhood information, and user interface elements.

## - Support for multilingual customer support or help services.

## 11. Integration with External Services:

## - Seamless integration with popular real estate databases, mortgage calculators, or property management systems.

## - Clear documentation or instructions for developers on how to utilize the chat bot's API or integrations.

## - Compatibility with third-party plugins or tools commonly used in the real estate industry.